

**Easterling, Deborah**

229657

**From:** Easterling, Deborah  
**Sent:** Monday, May 09, 2011 9:35 AM  
**To:** 'Russ & Kathy Stocker'  
**Subject:** RE: Letter of Protest - in Docket 2011-47-WS

Dear Mr. & Mrs. Stocker:

This is to acknowledge receipt of your email to our PSC Website Comments.

I am forwarding your email to our Clerk's Office for handling. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this Docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling

-----Original Message-----

From: Russ & Kathy Stocker

[mailto:[russkathy@windstream.net](mailto:russkathy@windstream.net)]

Sent: Saturday, May 07, 2011 6:16 PM

To: Contact

Subject: Letter of Protest - in Docket 2011-47-WS

Please see attached file. Thank you.

RECEIVED

2011

PSC SC  
MAIL / DMS



\* Required Fields

Date: \* May 09, 2011

**Letter of Protest**  
**in Docket \* 2011 - 47 - WS**

**Print**

**Email**

**Protestant Information:**

Name \* RUSSELL & KATHLEEN STOCKER

Mailing Address \* 537 HARBOUR PL. CT.

City, State Zip \* LEXINGTON, SC 29072 Phone \* 803-603-1314

E-mail

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I AM A VERY DISSATISFIED CUSTOMER

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

To start with, I find this request to be insulting. Two people live in my home. My bill averages ~~ \$67-\$70 a month. I reviewed my 4/5/2011 bill of \$67.32. The increase appears to me would amount to ~\$28.10 or a total of \$95.32. As I believe you are aware, their past billing issues, turning off water to customers, attempting to bill every three weeks to make up for being behind, the lip service one gets on the phone all adds up to extremely poor service and tactics. I have had (3) three water main breaks in my yard alone in the past 6 or 7 years(?). Shoddy response and shoddy ground repair. After numerous calls someone shows up to rake the dirt around, throw some sod on top of the rocks (some baseball size) and dirt. The cement corner of my driveway is now tilted, I have a depression in one area of my lawn and a hump in another. The recession has hit everyone. They need to tighten their belts like the rest of us. Gas prices have been going up. They need to suck it up like the rest of us. My boss is not giving me a "gas" increase. I strongly urge you to side on the side of the consumer. This increase request is WAY over the top. People on a fixed income are already suffering, the rest of us I guess would just suffer. I would also request to see an accounting of neighborhood water usage (their meter) vs the sum of each individual user per month (all the customer meter readings added together). The difference is due to water leaks and service needs. How bad are the pipes leaking

**3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? \***  
(This section should be completed.)

Yes I would!!